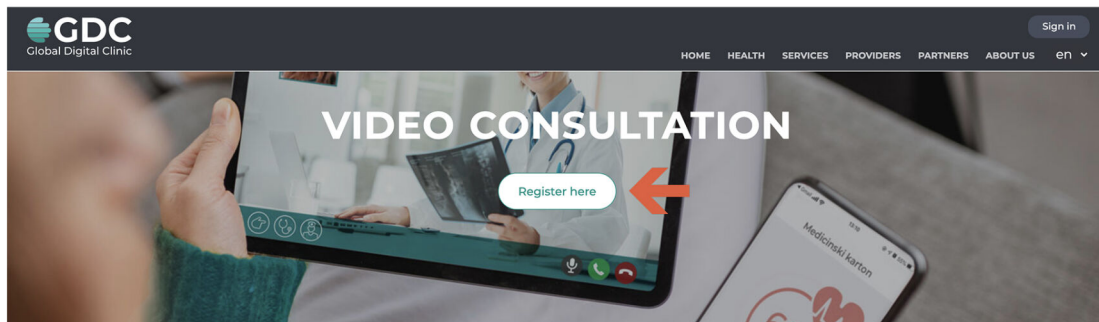# REGISTRATION – CREATE YOUR ACCOUNT

Access the Global Digital Clinic (GDC) platform by clicking on the following link:
https://www.globaldigitalclinic.com/videocall

• To create a user account first click on "Register":

•After entering the basic data, click on "Create your account" and then open the registration confirmation email on the GDC platform (you will receive it to the email address you provided during registration):

Please note that the registration confirmation email may arrive in the SPAM or PROMOTIONS mailbox.

• In the email you receive from GDC, click on the link for the platform and then click on"Sign up".

• You do not have to enter any data in the "Friend ID" field.

www.globaldigitalclinic.com

GDC
Global Digital Clinic

HOW TO FILL OUT YOUR PROFILE

Click on "Profile" and enter basic personal and insurance information.

GDC
Global Digital Clinic

My GDC clinic   Logout

MY GDC   MEDICAL RECORD   FIND A DOCTOR   PROFILE   en ⌄   🔔

👤 Profile	Profile > Profile edit
👥 Family	**PERSONAL DATA**
🔑 Permissions	
🗪 Call test	
🔒 Account	First name: Marko Last name: Markovic
🔔 Notifications	Gender: 👤 👤 Date of Birth: 11.2.1971. 📅
✎ Feedback	**INSURANCE INFO**
	Insurance Company: Generali Osiguranje Srbija ⌄ Insurance card ID: ID009324
	CONTACT INFO
	This information is needed in case of home visit request

Proceed to create the electronic health record (1). In it you can keep important documents in electronic form (2, 3) for yourself and your family members.

GDC
Global Digital Clinic

My GDC clinic   Logout

MY GDC   MEDICAL RECORD   FIND A DOCTOR   PROFILE   en ⌄   🔔   **1**

|	
📋 Health data **2**	**HEALTH DATA**
📄 My documents **3**	Health details can help medical professional know more about your health.
📄 Reports	Known Conditions ⌄
	Other conditions if not in the list above:
	Other
	Known Allergies:
	Known Allergies
	Please enter the therapy you used recently:
	+ **Add New Therapy**
	[Update] * By entering data and uploading documents you allow us to save your medical record data

TECHNICAL ADJUSTMENTS

You must have access to your device's microphone and camera for video consultations. You must allow microphone and camera access to be able to make a call.

• You cannot use the camera and microphone in another application at the same time (Skype, Zoom, Viber). When you want to use our application, end the call in progress in another application.
• Allow access to browser notifications on the device.
Before starting a call, all permissions must be turned on. Be sure to check and, if necessary, update the settings in the "Profile" section by clicking on "Access Permissions".
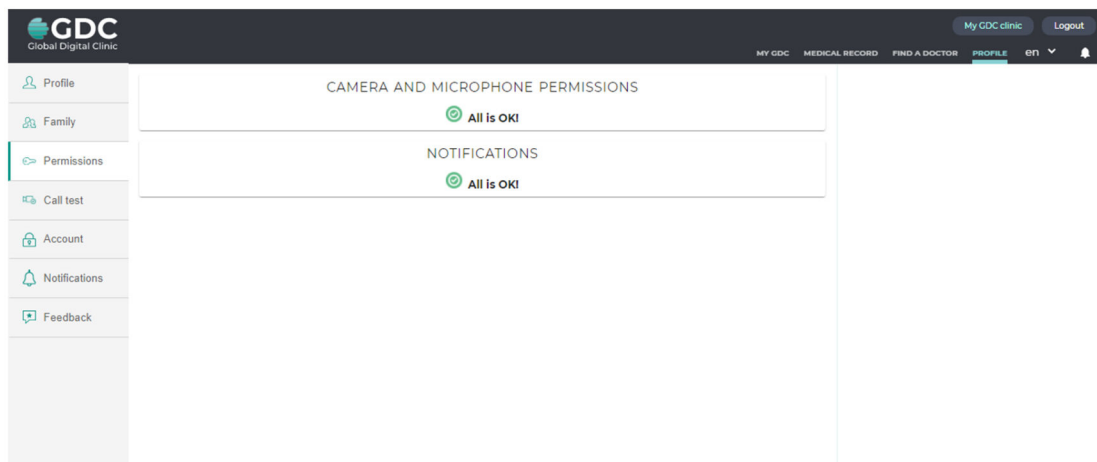

SELECTION OF DOCTORS

A doctor can be available for an online consultation immediately or by appointment. The status of the doctor (1) can be "Available/Unavailable" (at the moment) or "Free slots/No slots" (for appointments).

•When you select the doctor you want, by clicking on "Show Services" (2), option "Request Now" will be displayed. By clicking on this option, you will get in touch with the doctor you have selected in a few minutes.
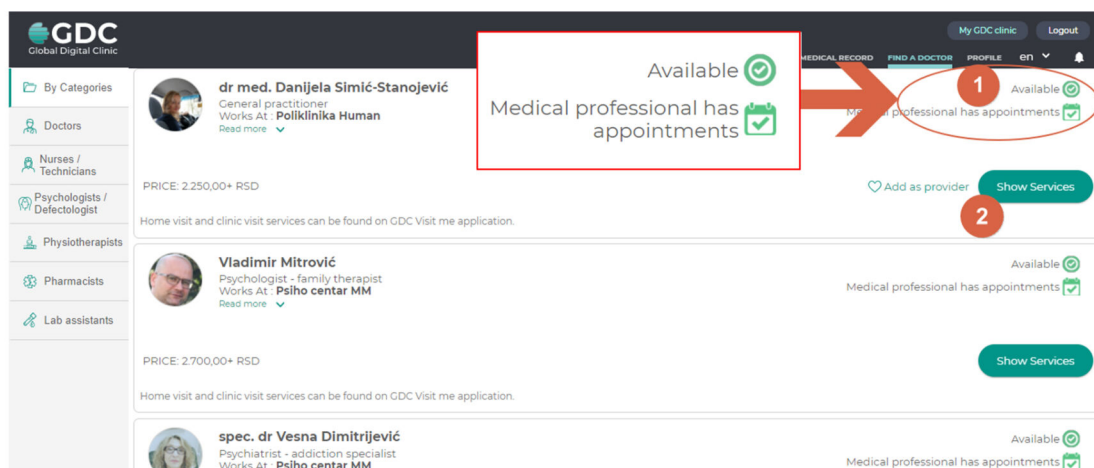
When you select the doctor, by clicking on "Show services", option "Make an appointment" will be displayed. Clicking on this option opens the doctor's calendar with available slots for appointments (free slots are marked in green).
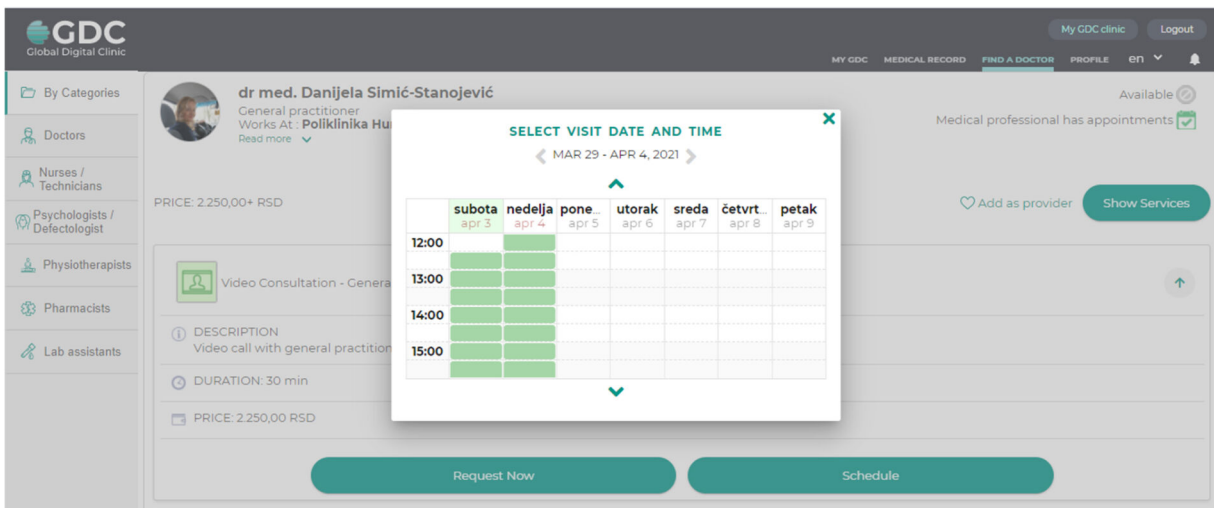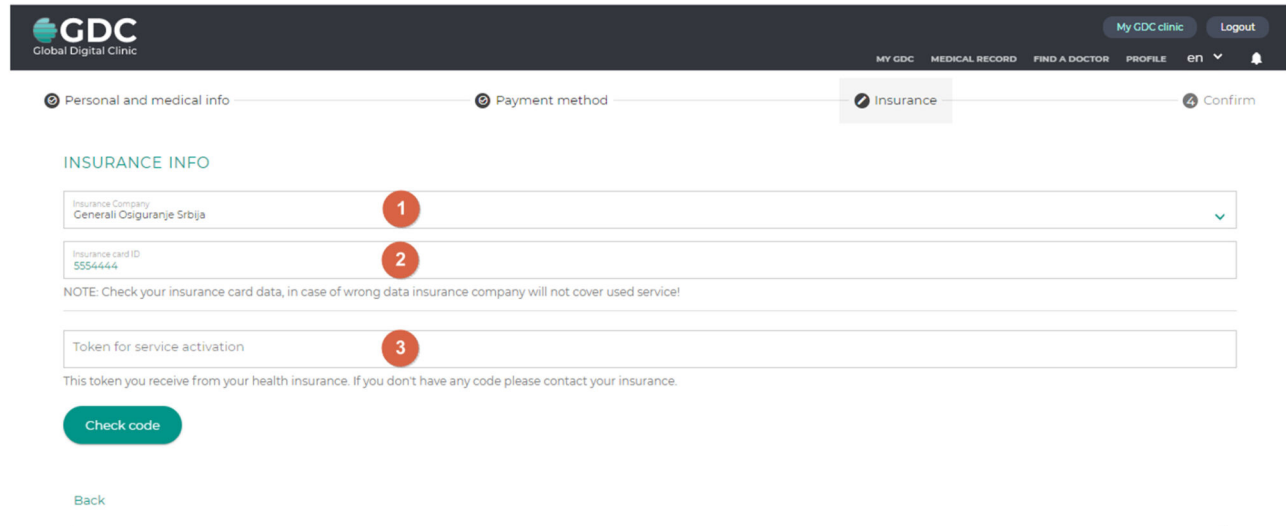
TOKEN ENTRY FOR SERVICE ACTIVATION AND CHECK OUT

Before starting a call, enter the reason for the visit (1).
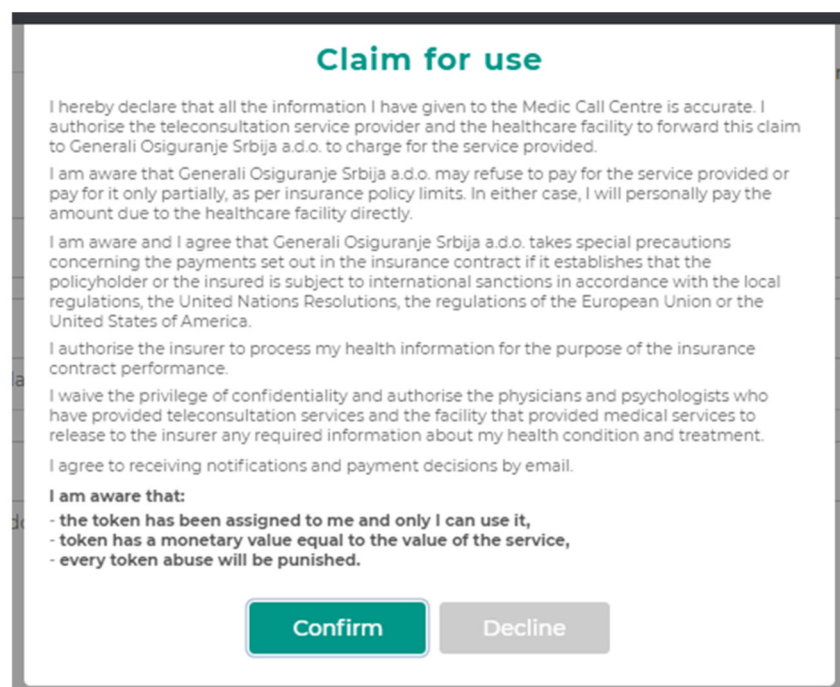On the payment method selection page, select the option "Service covered by a health insurance policy" (2).

On the next page, select "Generali" from the drop-down menu (1).
• Enter the insurance card number (2).
• Enter the service activation token you received from us (3).
• If you are entitled to this service, you will receive confirmation that the service is fully covered by the insurance company or information about participation payment. In the case of participation payment, you will continue to pay online for the part that is not covered by the insurance (e.g. 30% of the service price).
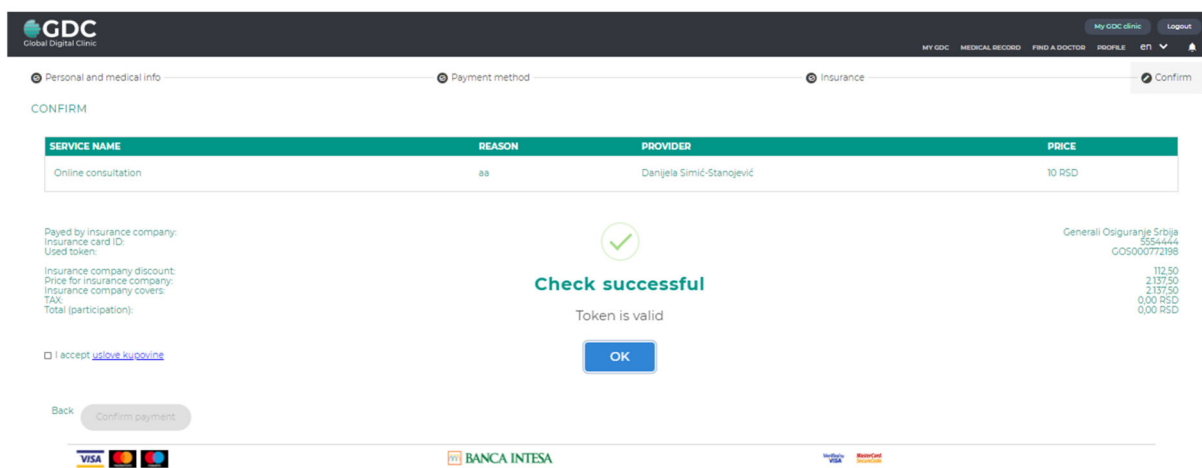

Confirm consent to the processing of the request.

Claim for use

I hereby declare that all the information I have given to the Medic Call Centre is accurate. I authorise the teleconsultation service provider and the healthcare facility to forward this claim to Generali Osiguranje Srbija a.d.o. to charge for the service provided.

I am aware that Generali Osiguranje Srbija a.d.o. may refuse to pay for the service provided or pay for it only partially, as per insurance policy limits. In either case, I will personally pay the amount due to the healthcare facility directly.

I am aware and I agree that Generali Osiguranje Srbija a.d.o. takes special precautions concerning the payments set out in the insurance contract if it establishes that the policyholder or the insured is subject to international sanctions in accordance with the local regulations, the United Nations Resolutions, the regulations of the European Union or the United States of America.

I authorise the insurer to process my health information for the purpose of the insurance contract performance.

I waive the privilege of confidentiality and authorise the physicians and psychologists who have provided teleconsultation services and the facility that provided medical services to release to the insurer any required information about my health condition and treatment.

I agree to receiving notifications and payment decisions by email.

I am aware that:
- the token has been assigned to me and only I can use it,
- token has a monetary value equal to the value of the service,
- every token abuse will be punished.

Confirm   Decline

C heck the information, check the box to accept the purchase conditions and click "Confirm purchase".
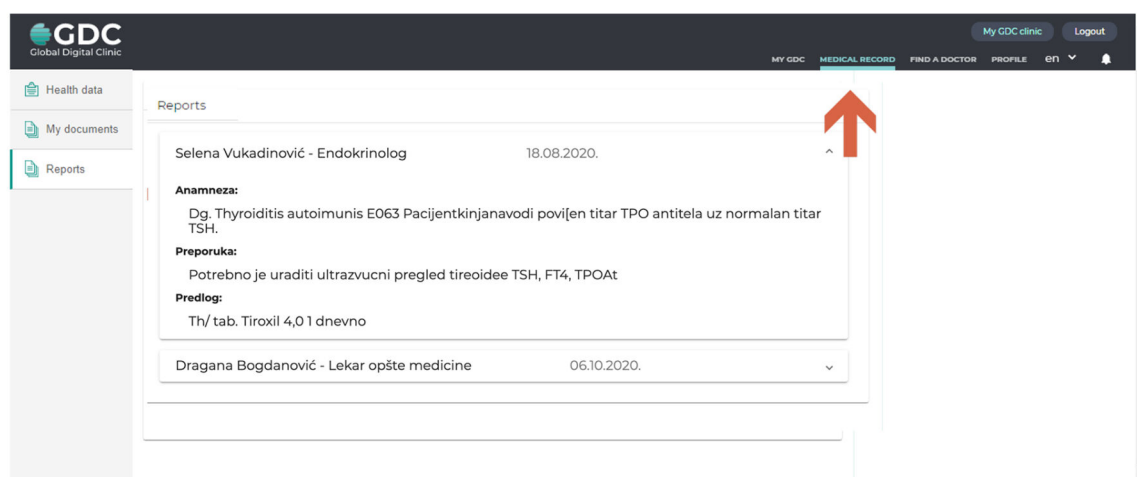
A fter each online consultation, you will receive a doctor's report in electronic form. The content of the report will arrive to the registered email address, and all reports will be stored in your electronic health record in the "Reports" section.

FOR HELP AND ANY QUESTIONS YOU MIGHT HAVE, PLEASE CONTACT THE GDC CUSTOMER SERVICE CENTER AT

+381(0)66 443433

www.globaldigitalclinic.com